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## **Message: Duplicate Client**

## Duplicate Client

From Carrie Hoelscher Date Tuesday, April 4, 2017 9:17 AM

**To** Kraft, Emily

Cc

**Journal** Emily.kraft@oa.mo.gov

**Recipients** 

**image003.png** (7 Kb нтмL) **image004.jpg** (4 Kb нтмL)

Good Morning Emily,

Free Women's Center contacted me to tell me that was entered into the database twice and requested we delete the one that does not have the monthly client form attached to it. I'm not sure how they were able to enter her a second time because her SSN should have been flagged as already being enrolled, correct? I can only see the last 4 digits of her SSN, but they have assured me that they entered the whole number both times. Can you check that on your end, as well as, check to see if the same number was entered both times? If so, I guess we should probably check to see why the database allowed her to be entered twice.

In regards to deleting the duplicate entry, I don't think we can do that anymore, can we? Do they need to discharge the duplicate?

I have another question that is kind of along the same line that my subcontractors have been asking me about. When they discharge a client, that client still shows up in all of their client drop down menus. I'm guessing that's because all of her forms remain viewable. They're concern/annoyance, is that over time, their client menus are going to be VERY lengthy and contain clients that have not been active for months or even years. Is there any possibility in the future to either be able to choose if you want to see active or inactive clients on the client menus, or to view inactive clients through a different option on the "Client" tab?

Thank you again for your help! Carrie Carrie Hoelscher A2A Program Manager



Email 1

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